

COVID-19 Emergency Child Care Subsidy Program Job Aid - Salesforce

Last Updated: 04/23/2020

Table of Contents


(Click on Titles to navigate to corresponding section. To return to the Table of Contents, click the button at the end of the section.)

Overview	1
Step by Step Instructions	2
Log In	2
View.....	3
Search	5
Create New Child/Employee	6
Child Attendance Records	9
Submitting Attendance for Children.....	11
Employee Attendance Records	13
Submitting Attendance Records for an Employee	15
Other Helpful Information	17

Overview

This job aid will provide the steps to view, add and submit child and employee records for the **Emergency Child Care Subsidy Program** in Salesforce.

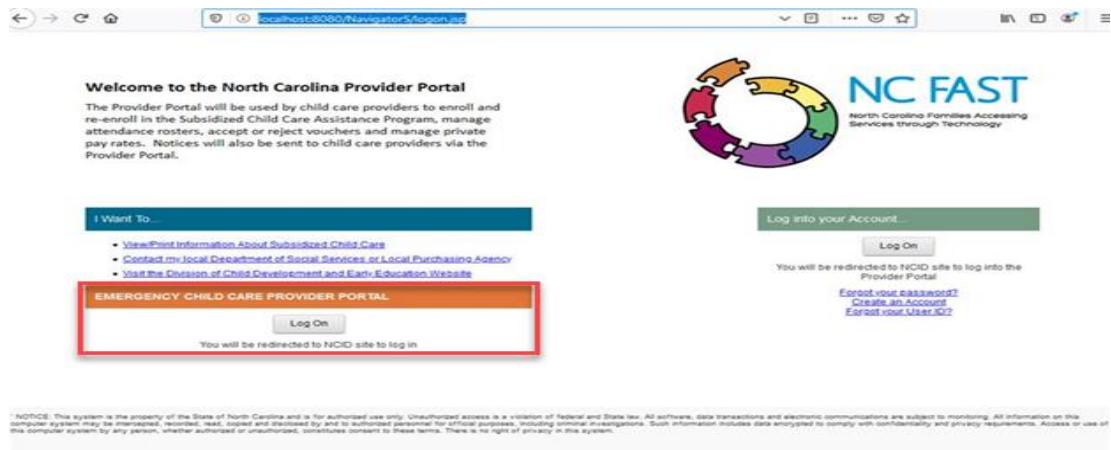
Key items:

- Hyperlinks – appear light blue and will provide additional information or navigation.
- * Asterisk – used to denote required information.
- ☐ Toggles – click to see selectable options.
-  Pen – click on the symbol to make edits.

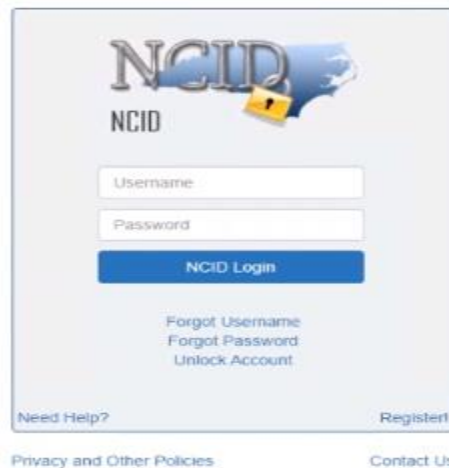
Step by Step Instructions

Log In

1. Click the **Emergency Child Care Subsidy Program Log On** button in the Provider Portal.



2. Enter your NCID **Username** and **Password**.
 - a. Click **NCID Login**.



Note: For assistance creating or linking your NCID, please refer to Provider Job Aid: Creating and Linking your NCID and SCCA – LPA PM Setting Up a Provider to Participate in the SCCA Program Reference Guide.

View

1. Starting on the **Welcome** page, select a facility by clicking the **account name** hyperlink under **Facilities**.

Home

Welcome to the North Carolina Emergency Child Care Provider Portal

Using this portal, authorized representatives of approved emergency child care providers, will have the ability to submit attendance for children and employees to receive funding from the Emergency Child Care Subsidy Program. Training regarding how to use this Emergency Child Care Provider Portal can be found on the DCDEE website under the COVID-19 in North Carolina for Child Care tab.

Attention providers: You are required to maintain a paper copy of the parent application form as well as paper employee attendance records before each roster can be submitted.

FACILITIES

Account Name	Facility Type	License Number
Terrace Kids House	Home	201920
Lambchop's Playalong	Center	202019

[View All](#)

2. The **Account** page will display the Facility Type, License Number, Service Months, Children and Employees.

Account
TEST FACILITY FOR NCFAS-TER

[Create New Child](#) [Create New Employee](#)

Facility Type: Center License Number: 00012973

Monthly Attendance Sheets (4)

Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	View All
April 2020	Employee	In Progress	View All
May 2020	Child	In Progress	View All
May 2020	Employee	In Progress	View All

[View All](#)

Child List (1)

Name	Birthdate	Age	April Attend...	M
1		2/26/2017	3	Entered

[View All](#)

Employee List (1)

Name	April Attend...	May Attenda...	Active
1		Not Entered	Not Entered

[View All](#)

3. Click **View All** to expand pods or **name** and **date** hyperlinks to view detailed information.

Account
TEST FACILITY FOR NCFast CEN-
TER

Create New Child
Create New Employee

Facility Type
Center

License Number
00012973

Monthly Attendance Sheets (4)

Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	View All
April 2020	Employee	In Progress	View All
May 2020	Child	In Progress	View All
May 2020	Employee	In Progress	View All

Child List (1)

1 item • Updated a few seconds ago

Name	Birthdate	Age	April Attend...	M
1	2/26/2017	3	Entered	N

[View All](#)

Employee List (1)

1 item • Updated a few seconds ago

Name	April Attend...	May Attenda...	Active
1	Not Entered	Not Entered	<input checked="" type="checkbox"/>

[View All](#)

4. To navigate back to the **Welcome** page, click the **Home** button.

Home

Account
TEST FACILITY FOR NCFast CEN-
TER

Create New Child
Create New Employee

Facility Type
Center

License Number
00012973

Monthly Attendance Sheets (4)

Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	View All
April 2020	Employee	In Progress	View All
May 2020	Child	In Progress	View All
May 2020	Employee	In Progress	View All

[View All](#)

Child List (1)

1 item • Updated a few seconds ago

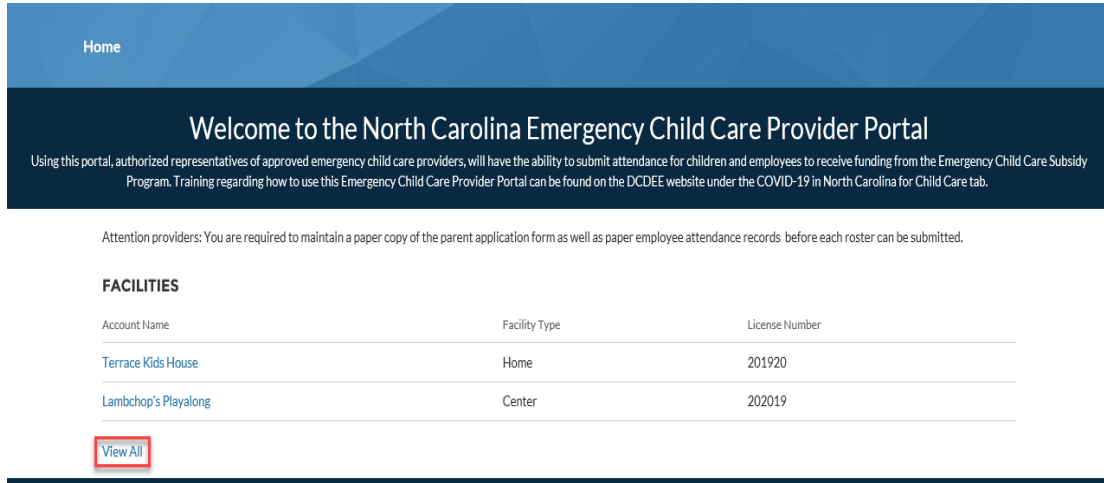
Employee List (1)

1 item • Updated a few seconds ago

[Return to Table of Contents](#)

Search

1. Starting on the **Welcome** page, click the **View All** hyperlink.



Home

Welcome to the North Carolina Emergency Child Care Provider Portal

Using this portal, authorized representatives of approved emergency child care providers, will have the ability to submit attendance for children and employees to receive funding from the Emergency Child Care Subsidy Program. Training regarding how to use this Emergency Child Care Provider Portal can be found on the DCDEE website under the COVID-19 in North Carolina for Child Care tab.

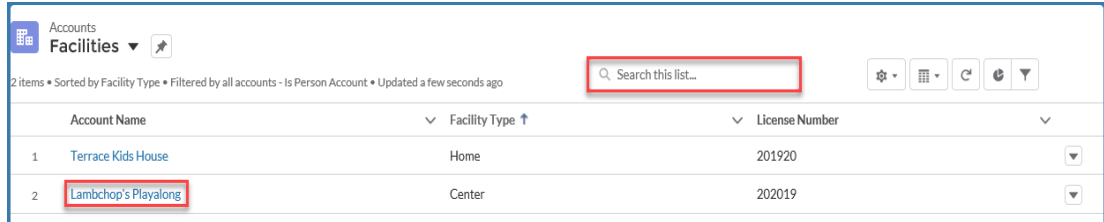
Attention providers: You are required to maintain a paper copy of the parent application form as well as paper employee attendance records before each roster can be submitted.

FACILITIES

Account Name	Facility Type	License Number
Terrace Kids House	Home	201920
Lambchop's Playalong	Center	202019

[View All](#)

2. Enter the facility's account name in the Search box then click **Enter** to search the list. Click the **Account Name** hyperlink for facility details.



Accounts
Facilities

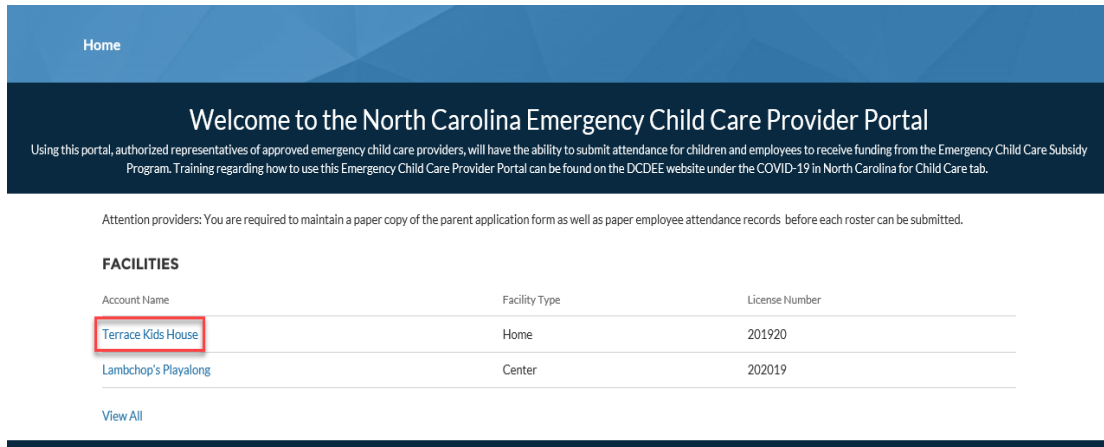
2 items • Sorted by Facility Type • Filtered by all accounts • Is Person Account • Updated a few seconds ago

Search this list...

	Account Name	Facility Type	License Number
1	Terrace Kids House	Home	201920
2	Lambchop's Playalong	Center	202019

Create New Child/Employee

1. Starting on the Welcome page, click the Facilities **account name** hyperlink.



Home

Welcome to the North Carolina Emergency Child Care Provider Portal

Using this portal, authorized representatives of approved emergency child care providers, will have the ability to submit attendance for children and employees to receive funding from the Emergency Child Care Subsidy Program. Training regarding how to use this Emergency Child Care Provider Portal can be found on the DCDEE website under the COVID-19 in North Carolina for Child Care tab.

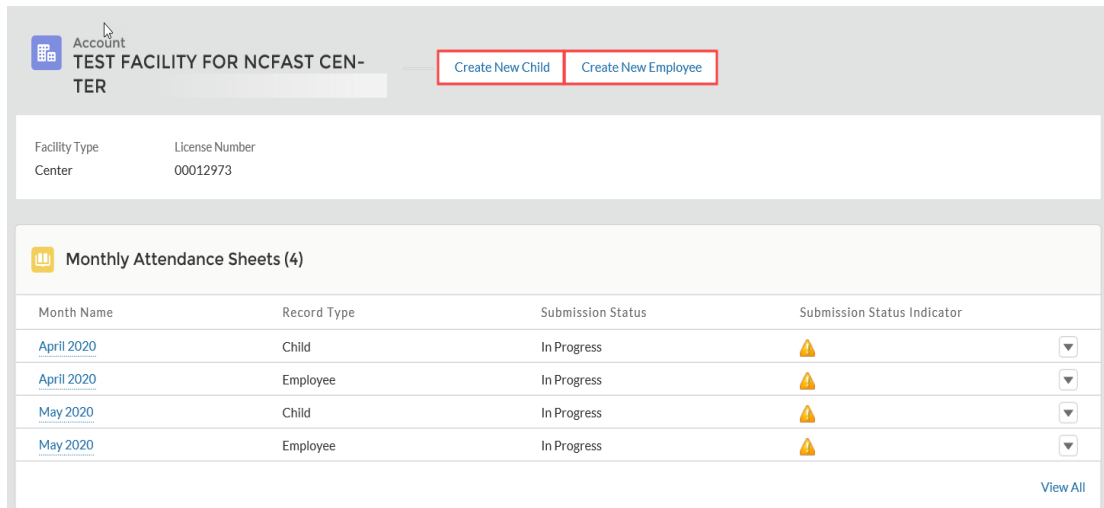
Attention providers: You are required to maintain a paper copy of the parent application form as well as paper employee attendance records before each roster can be submitted.

FACILITIES

Account Name	Facility Type	License Number
Terrace Kids House	Home	201920
Lambchop's Playalong	Center	202019

[View All](#)

2. The Account page displays. Click **Create New Child** or **Create New Employee**.



Account
TEST FACILITY FOR NCFAS-TER

[Create New Child](#) [Create New Employee](#)

Facility Type	License Number
Center	00012973

Monthly Attendance Sheets (4)

Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	⚠️
April 2020	Employee	In Progress	⚠️
May 2020	Child	In Progress	⚠️
May 2020	Employee	In Progress	⚠️

[View All](#)

3. The corresponding pop up will display. Enter the applicable information then click **Save**.

Note: Required information is notated with an *.

Create New Child

*Name
Salutation: --None--

First Name:

Middle Name:

*Last Name:

Suffix:

*Birthdate: 11/17/2017

Parent Application Received ☒

Active ☒

Account Name: TEST FACILITY FOR NCFAS CENTER

Cancel Save

Create New Employee

*Name
Salutation: --None--

First Name:

Middle Name:

*Last Name:

Suffix:

Account Name: TEST FACILITY FOR NCFAS CENTER

Active ☒

Cancel Save

Note: The **Parent Application Received** checkbox is a required field to add a child to the Child List.

Note: To make a record inactive uncheck the **Active** box.

4. The **Account** page will display with the newly added child or employee.

Account

TEST FACILITY FOR NCFAS CENTER

Create New Child

Create New Employee

Facility Type: Center License Number: 00012973

Monthly Attendance Sheets (4)

Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	⚠
April 2020	Employee	In Progress	⚠
May 2020	Child	In Progress	⚠
May 2020	Employee	In Progress	⚠

[View All](#)

Child List (1)

1 Item • Updated a few seconds ago

Name	Birthdate	Age	April Attend...	M
1	[Name]	2/26/2017	3	Not Entered

Employee List (1)

1 Item • Updated a few seconds ago

Name	April Attend...	May Attenda...	Active	
1	[Name]	Not Entered	Not Entered	<input checked="" type="checkbox"/>

5. Click the **name** hyperlink of the newly added child or employee to view detailed information.



6. The Contact page displays. Click **Edit** to update information.

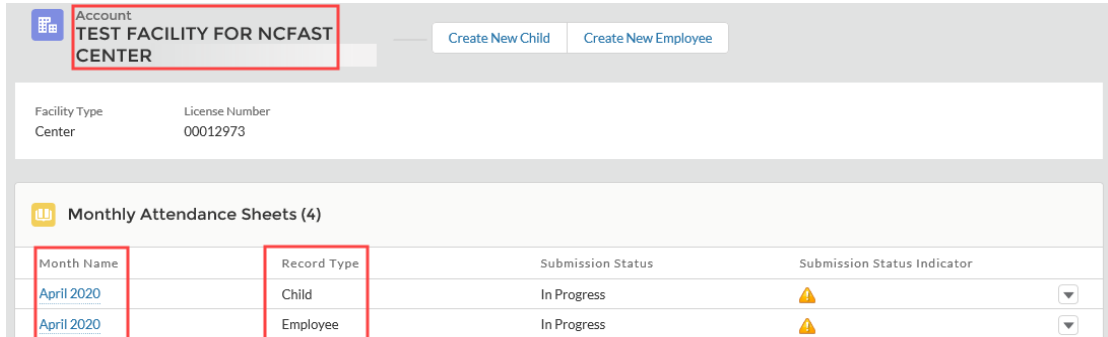
a. Make any applicable edits then click **Save**.



[Return to Table of Contents](#)

Child Attendance Records

1. On the facility's **Account** page, click the Month Name hyperlink, under **Monthly Attendance Sheets**, to add, view or edit an attendance record.

Note: Select the applicable record type.



Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	
April 2020	Employee	In Progress	

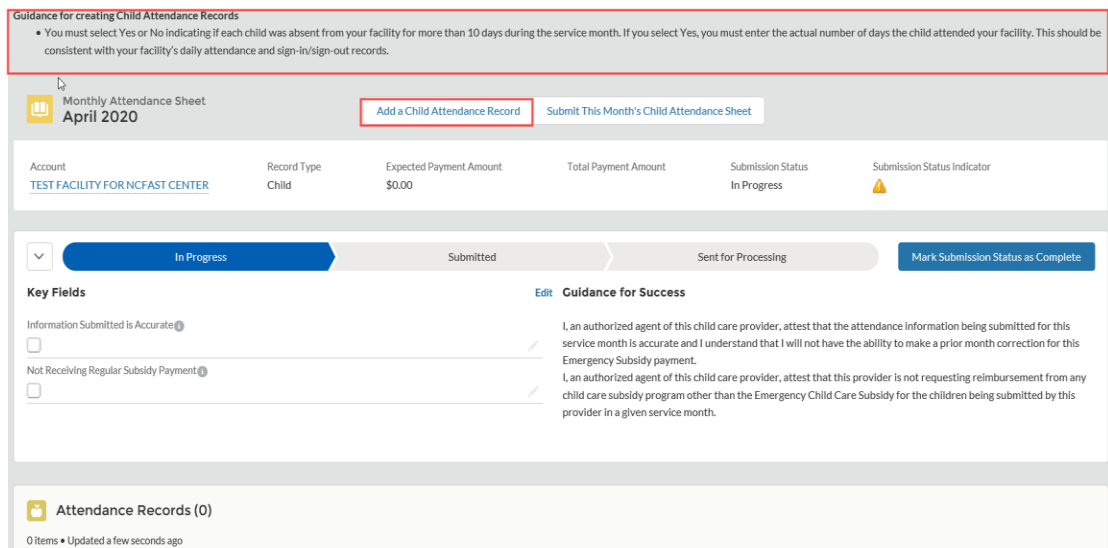
2. To add an attendance record, follow the guidance listed at the top of the page then click the **Add a Child Attendance Record** button.

Note:

- If the child is deactivated (active box is unchecked) after adding them to an attendance sheet, the child will remain on the attendance sheet, preventing the user from adding them to a new attendance sheet. The record cannot be updated until the child record is active again.
- There is no required start and end date when capturing attendance. The record is based on more than 10 absences for the service month.


Guidance for creating Child Attendance Records

- You must select Yes or No indicating if each child was absent from your facility for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the child attended your facility. This should be consistent with your facility's daily attendance and sign-in/sign-out records.



Monthly Attendance Sheet
April 2020

[Add a Child Attendance Record](#) [Submit This Month's Child Attendance Sheet](#)

Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status	Submission Status Indicator
TEST FACILITY FOR NCFAS CENTER	Child	\$0.00		In Progress	

☐ In Progress ☐ Submitted ☐ Sent for Processing [Mark Submission Status as Complete](#)

Key Fields

Information Submitted is Accurate ☐

Not Receiving Regular Subsidy Payment ☐

Guidance for Success

I, an authorized agent of this child care provider, attest that the attendance information being submitted for this service month is accurate and I understand that I will not have the ability to make a prior month correction for this Emergency Subsidy payment.

I, an authorized agent of this child care provider, attest that this provider is not requesting reimbursement from any child care subsidy program other than the Emergency Child Care Subsidy for the children being submitted by this provider in a given service month.

Attendance Records (0)
0 items • Updated a few seconds ago

- The **Add a Child Attendance Record** pop-up appears. Select the applicable information then click **Save**.

Note: Required information is notated with an *.

Add a Child Attendance Record

Month
April 2020

* Contact

* Did person have more than 10 absences? ⓘ

Number of Days Attended ⓘ

- The Monthly Attendance Sheet page refreshes. The new entry will be added to the **Attendance Records** pod.

Note: Click the **Attendance Record: Attendance Name** hyperlink to view or edit the attendance record.

Attendance Records (1)						
1 item • Updated a few seconds ago						
	First Name	Last Name	Attendance Record: Attend...	Did person have more than...	Number of Days Attended	Expected Payment Amount
1			AT-000004348	No		\$1,070.00

[View All](#)

Submitting Attendance for Children

1. To submit the attendance record, click the **Submit This Month's Child Attendance Sheet** hyperlink.

Guidance for creating Child Attendance Records

- You must select Yes or No indicating if each child was absent from your facility for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the child attended your facility. This should be consistent with your facility's daily attendance and sign-in/sign-out records.

Monthly Attendance Sheet
April 2020

[Add a Child Attendance Record](#) [Submit This Month's Child Attendance Sheet](#)

Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status	Submission Status Indicator
TEST FACILITY FOR NCFast CENTER	Child	\$1,070.00		In Progress	

Key Fields

Information Submitted is Accurate

☐

Not Receiving Regular Subsidy Payment

☐

Guidance for Success

I, an authorized agent of this child care provider, attest that the attendance information being submitted for this service month is accurate and I understand that I will not have the ability to make a prior month correction for this Emergency Subsidy payment.

I, an authorized agent of this child care provider, attest that this provider is not requesting reimbursement from any child care subsidy program other than the Emergency Child Care Subsidy for the children being submitted by this provider in a given service month.

2. The Submit This Month's Child Attendance Sheet pop-up appears.
 - a. Select the applicable **Submission Status**.
 - b. Select the applicable check box(es).
 - c. Click **Save**.

Submit This Month's Child Attendance Sheet

Account
TEST FACILITY FOR NCFast CENTER

* Submission Status
Submitted

Children Not Receiving Regular Subsidy

☒

Information Submitted is Accurate

☒

3. The **Submission Status** indicator shows a green check mark.


Note: To recall a submitted Attendance Sheet, click the Submit This Month's Child Attendance Sheet and edit the status to reflect "In Progress."

Guidance for creating Child Attendance Records

- You must select Yes or No indicating if each child was absent from your facility for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the child attended your facility. This should be consistent with your facility's daily attendance and sign-in/sign-out records.

Monthly Attendance Sheet
April 2020

[Add a Child Attendance Record](#) [Submit This Month's Child Attendance Sheet](#)

Account TEST FACILITY FOR NCFast CENTER	Record Type Child	Expected Payment Amount \$1,070.00	Total Payment Amount	Submission Status Submitted	Submission Status Indicator 
--	----------------------	---------------------------------------	----------------------	--------------------------------	--

> In Progress Submitted Sent for Processing Mark as Current Submission Status

Attendance Records (1)

1 item • Updated 2 minutes ago

First Name	Last Name	Attendance Record: Atte...	Did person have more tha...	Number of Days Attended	Expected Payment Amount
1		AT-000004348	No		\$1,070.00


[View All](#)

4. The Account status will update based on the selected and saved Submission Status.

Note: A Submission Status of Sent for Processing indicates that records are locked by DCDEE and can no longer be edited or recalled.

Monthly Attendance Sheet
April 2020

[Add a Child Attendance Record](#) [Submit This Month's Child Attendance Sheet](#)

Account TEST FACILITY FOR NCFast CENTER	Record Type Child	Expected Payment Amount \$1,070.00	Total Payment Amount	Submission Status Sent for Processing	Submission Status Indicator 
--	----------------------	---------------------------------------	----------------------	--	--

> In Progress Submitted Sent for Processing Mark Submission Status as Complete

Attendance Records (1)

1 item • Updated a few seconds ago

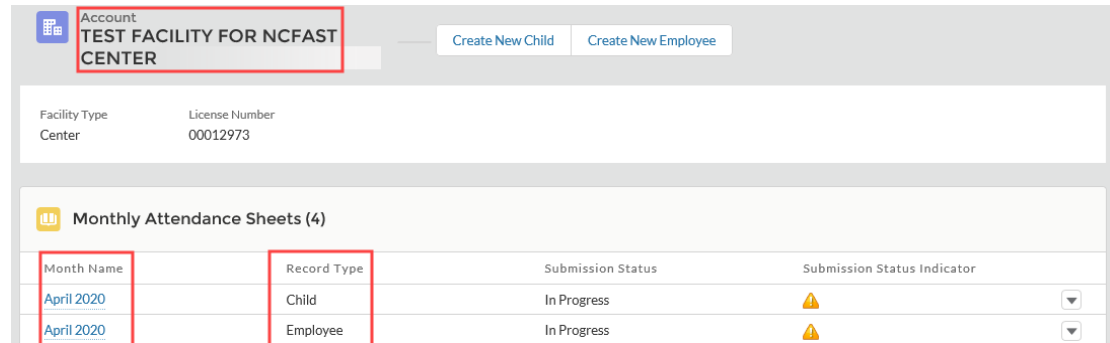
First Name	Last Name	Attendance Record: Atte...	Did person have more tha...	Number of Days Attended	Expected Payment Amount
1		AT-000004348	No		\$1,070.00

[View All](#)

Employee Attendance Records

1. On the facility's **Account** page, click the Month Name hyperlink, under **Monthly Attendance Sheets**, to add, view or edit an attendance record.

Note: Select the applicable record type.



Month Name	Record Type	Submission Status	Submission Status Indicator
April 2020	Child	In Progress	⚠️
April 2020	Employee	In Progress	⚠️

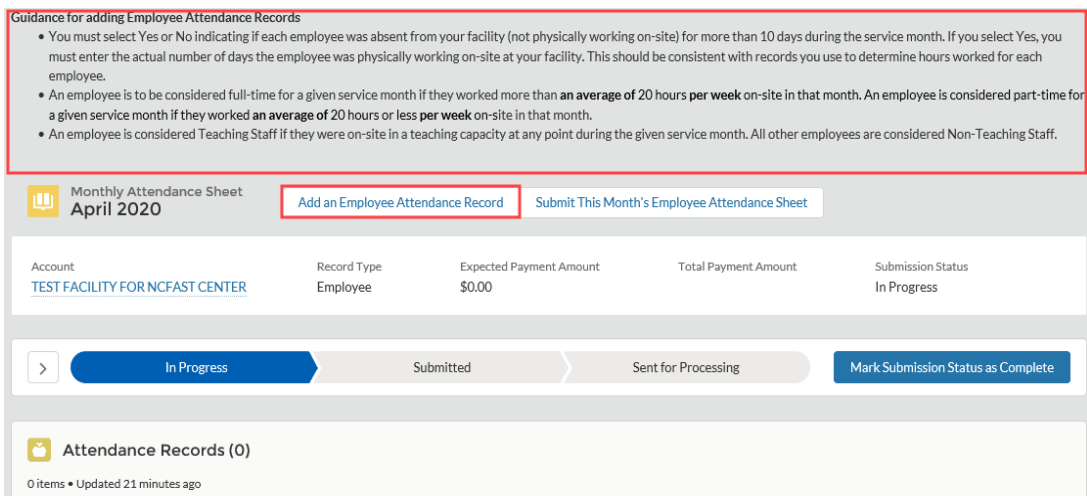
2. To add an attendance record, follow the guidance listed at the top of the page then click the **Add an Employee Attendance Record** button.

Note:

- If the employee is deactivated (active box is unchecked) after adding them to an attendance sheet, the employee will remain on the attendance sheet, preventing the user from adding them to a new attendance sheet. The record cannot be updated until the employee record is active again.
- There is no required start and end date when capturing attendance. The record is based on more than 10 absences for the service month.

Guidance for adding Employee Attendance Records

- You must select Yes or No indicating if each employee was absent from your facility (not physically working on-site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was physically working on-site at your facility. This should be consistent with records you use to determine hours worked for each employee.
- An employee is to be considered full-time for a given service month if they worked more than an **average of 20 hours per week** on-site in that month. An employee is considered part-time for a given service month if they worked an **average of 20 hours or less per week** on-site in that month.
- An employee is considered Teaching Staff if they were on-site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.



Monthly Attendance Sheet
April 2020

[Add an Employee Attendance Record](#) [Submit This Month's Employee Attendance Sheet](#)

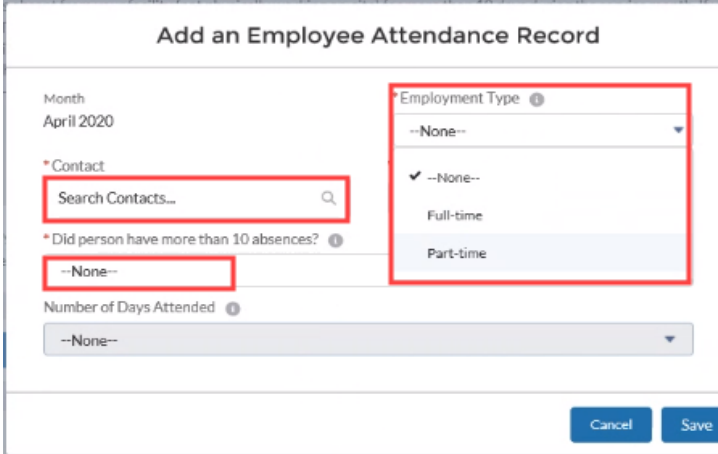
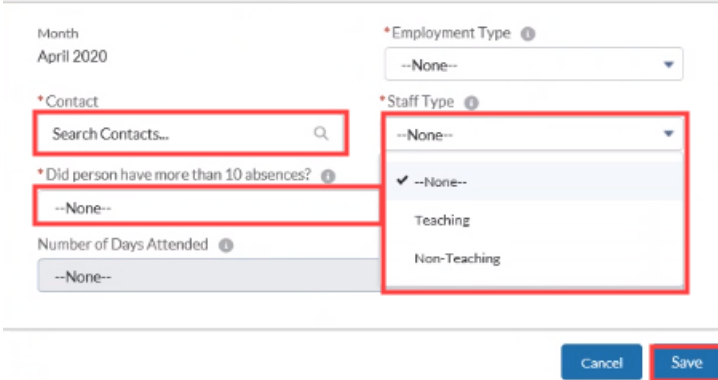
Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status
TEST FACILITY FOR NCFast CENTER	Employee	\$0.00		In Progress

> In Progress Submitted Sent for Processing Mark Submission Status as Complete

Attendance Records (0)
0 items • Updated 21 minutes ago

- The **Add an Employee Attendance Record** pop-up appears. Select the applicable information then click **Save**.

Note: Required information is notated with an *.

- The Monthly Attendance Sheet page refreshes. The new entry will be added to the **Attendance Records** pod.

Note: Click the **Attendance Record: Attendance Name** hyperlink to view or edit the attendance record.

Attendance Records (1)						
1 item • Updated a few seconds ago						
First Name	Last Name	Attendance Record:...	Did person have mor...	Number of Days Att...	Expected Payment A...	
1		AT-000004349	No		\$950.00	

[View All](#)

Submitting Attendance Records for an Employee


1. To submit the attendance record, click the **Submit This Month's Employee Attendance Sheet** hyperlink.

Guidance for adding Employee Attendance Records

- You must select Yes or No indicating if each employee was absent from your facility (not physically working on-site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was physically working on-site at your facility. This should be consistent with records you use to determine hours worked for each employee.
- An employee is to be considered full-time for a given service month if they worked more than an **average of 20 hours per week** on-site in that month. An employee is considered part-time for a given service month if they worked an **average of 20 hours or less per week** on-site in that month.
- An employee is considered Teaching Staff if they were on-site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.

Monthly Attendance Sheet
April 2020


[Add an Employee Attendance Record](#) [Submit This Month's Employee Attendance Sheet](#)

Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status	Submission Status Indicator
TEST FACILITY FOR NCFAST CENTER	Employee	\$950.00		In Progress	

> In Progress Submitted Sent for Processing Mark Submission Status as Complete

Attendance Records (1)

1 item • Updated a few seconds ago

	First Name	Last Name	Attendance Record: Atte...	Did person have more tha...	Number of Days Attended	Expected Payment Amount	
1			AT-000004349	No		\$950.00	


[View All](#)

2. The Submit This Month's Employee Attendance Sheet pop-up appears.
 - a. Select the applicable **Submission Status**.
 - b. Select the applicable check box(es).
 - c. Click **Save**.

Submit This Month's Employee Attendance Sheet

Account
TEST FACILITY FOR NCFAST CENTER

* Submission Status
Submitted

Information Submitted is Accurate 

☐

Cancel Save

3. The **Submission Status** indicator shows a green check mark.


Note: To recall a submitted Attendance Sheet, click the Submit This Month's Employee Attendance Sheet and edit the status to reflect "In Progress."

Guidance for adding Employee Attendance Records

- You must select Yes or No indicating if each employee was absent from your facility (not physically working on-site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was physically working on-site at your facility. This should be consistent with records you use to determine hours worked for each employee.
- An employee is to be considered full-time for a given service month if they worked more than an **average of 20 hours per week** on-site in that month. An employee is considered part-time for a given service month if they worked an **average of 20 hours or less per week** on-site in that month.
- An employee is considered Teaching Staff if they were on-site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.

Monthly Attendance Sheet
April 2020

[Add an Employee Attendance Record](#) [Submit This Month's Employee Attendance Sheet](#)

Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status	Submission Status Indicator
TEST FACILITY FOR NCFAST CENTER	Employee	\$950.00		Submitted	

Submitted

Sent for Processing

Mark Submission Status as Complete

Attendance Records (1)

1 item • Updated a few seconds ago

First Name	Last Name	Attendance Record: Atte...	Did person have more tha...	Number of Days Attended	Expected Payment Amount
1		AT-000004349	No		\$950.00

4. The Account status will update based on the selected and saved Submission Status.


Note: A Submission Status of Sent for Processing indicates that records are locked by DCDEE and can no longer be edited or recalled.

Guidance for adding Employee Attendance Records

- You must select Yes or No indicating if each employee was absent from your facility (not physically working on-site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was physically working on-site at your facility. This should be consistent with records you use to determine hours worked for each employee.
- An employee is to be considered full-time for a given service month if they worked more than an **average of 20 hours per week** on-site in that month. An employee is considered part-time for a given service month if they worked an **average of 20 hours or less per week** on-site in that month.
- An employee is considered Teaching Staff if they were on-site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.

Monthly Attendance Sheet
April 2020

[Add an Employee Attendance Record](#) [Submit This Month's Employee Attendance Sheet](#)

Account	Record Type	Expected Payment Amount	Total Payment Amount	Submission Status	Submission Status Indicator
TEST FACILITY FOR NCFAST CENTER	Employee	\$950.00		Sent for Processing	

Sent for Processing

Mark Submission Status as Complete

Attendance Records (1)

1 item • Updated a few seconds ago

First Name	Last Name	Attendance Record: Atte...	Did person have more tha...	Number of Days Attended	Expected Payment Amount
1		AT-000004349	No		\$950.00

[Return to Table of Contents](#)

Other Helpful Information

- The pay by enrollment amount for the child must correspond with the age of the child on the first day of the service month.

Example: A child is 2 years old on April 1st but, turns 3 years old on April 2nd, the child is considered 2 years old for the entire service month.

- Expected payment amounts for both children and employees should be rounded to the nearest cent.

[Return to Table of Contents](#)